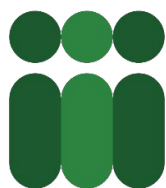




**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups



Fulham
Good Neighbours

FULHAM GOOD NEIGHBOURS



VOLUNTEER HANDBOOK

Contents

	Welcome	2
YOUR TIME WITH US		2
	Volunteer roles	3
	FAQs	5
	Making the most of volunteering	6
	Other ways to help	8
	Who to contact	9
YOUR TIME WITH PEOPLE IN NEED		10
	Assisting a wheelchair user	10
	Communicating effectively	10
	Confidentiality	11
	Conflict of Interest	11
	Health & Safety	11
	Insurance	12
	Lone working	12
	Money management	15
	Safeguarding	16
USEFUL RESOURCES		19
	Local organisations	19
	National organisations	19
BENEFICIARY MONEY HANDLING POLICY		20
VOLUNTEER AGREEMENT		22

Welcome

Welcome and thank you for deciding to volunteer with Fulham Good Neighbours. We sincerely hope that you will enjoy your time with us and that your volunteering will benefit not only the lives of the people you support but your own as well.

Here at Fulham Good Neighbours, there is only one rule to remember: *if in doubt, check with us*. You can do so by reading this handbook, and talking to or emailing a staff member. Our staff welcome all queries, however minor. There is no such thing as a daft question, especially when it comes to supporting vulnerable people.

YOUR TIME WITH US

Who we are

Fulham Good Neighbours was founded in 1966 but grew out of the 19th century Fulham District Nursing Association. More than 50 years later, we continue to serve anyone in need with practical tasks in and out of the house. We do what any good neighbour would: collect medication, escort to appointments, accompany shopping, and take care of pets. We also run a dedicated befriending scheme, and a range of regular social clubs to beat isolation and loneliness.

Vision Statement

Fulham Good Neighbours is a local charity enabling neighbours to create a community where they look out and care for each other.

Mission Statement

Our mission is to enable local older, disabled and vulnerable adults to:

- Live independently and to contribute to society
- Help overcome isolation and loneliness
- Be at the heart of the community by providing practical support

Our Values are:

- Trustworthiness
- Being welcoming and inclusive
- Proactivity and flexibility



Volunteer roles



There are a variety of different roles which volunteers may hold at Fulham Good Neighbours. Volunteers work with us to deliver the following services:

Adopt a Garden volunteer

Our Adopt a Garden scheme matches volunteers to nearby residents who need help with looking after their garden. Volunteers complete monthly gardening visits for their neighbour who:

- Is physically unable to do gardening and unable to get help from anyone else to do it for them e.g. family member
- Would benefit from receiving a monthly visit from a volunteer
- Has a garden that needs only basic maintenance and care (complex gardens will be referred to our Gardening service)

Befriending volunteer

We want to reduce the isolation and loneliness of local older housebound people through our befriending service. Befriending volunteers visit the person they befriend on a regular basis, such as weekly or monthly.

Decorating volunteer

Our decorating volunteers assist our decorator during weekdays. This service is offered to local older and disabled people who are physically unable to decorate themselves, have no one to do it for them and do not have the means to pay for services privately. No formal decorating training is necessary.

Digital Inclusion volunteer

We match volunteers with older, especially housebound, people who wish to learn how to use the internet. Our Digital Skills Volunteers will visit a local resident at home and support them on a one-to-one basis to learn things like how to make Skype calls, do online shopping, and use tablets and smartphones. There is no prescribed course schedule, and volunteers will work according to their beneficiary's specific requirements and learning speed.

Good Neighbours Scheme volunteer

The Good Neighbour Scheme is so-called because our volunteers complete practical tasks for beneficiaries, as a good neighbour would. This is how we started in 1966 and this is what we still do more than 50 years later. The scheme remains crucial to our work in encouraging a community which looks out and cares for each other.

Practical tasks which Good Neighbour volunteers may complete include:

- Basic DIY & odd jobs
- Escorting to appointments
- Correspondence and paperwork
- Fixing IT and TV problems
- Errands
- One-off shopping support

- Pet Care
- Respite Relief

Office volunteer

Our office volunteers perform a variety of practical and administrative tasks to ensure the smooth running of our Rosaline Hall office. Tasks may include responding to telephone and email queries, photocopying, and managing files. Ideally, we are looking for somebody who can volunteer on a regular basis, e.g. 2 hours a week.

Parsons Green Fair volunteer

Parsons Green Fair is our annual community event attended by 8,000 people. Volunteers assist visitors and help make it a safe and welcoming affair for all attendees. The role involves directing visitors, helping with lost children, ensuring everyone has a good time in a clean and safe environment. 'All hands on deck' are needed to ensure that we can run a safe event. Please consider getting your family and friends to volunteer as well – no references or DBS check is needed to volunteer with us on the first Saturday in July.

www.parsonsgreenfair.org

Social Club volunteer

Our social club volunteers ensure that our regular events for older people run smoothly. Some social clubs are entirely volunteer-run and some are supported by volunteers who prepare the room and refreshments, encourage discussions, and ensure that everybody has the chance to participate. Please talk to us if you can help with one of the social clubs:

- Art Group
- Lunch Club
- Chair Based Exercises
- Silver Clubs (taking place in local restaurants)
- Carers Group
- Shared Reading Group
- Sunday Afternoon Tea

Trustee

The board of trustees, who govern the charity, consists of a number of volunteers who meet every other month, in addition to any work on sub-committees and the Annual General Meeting. We are always looking for local residents who are willing and able to give us a long-term commitment of up to 9 years and bring relevant skills to join the board.

Whatever your role, we are asking you to try to volunteer with us at least once a month (unless you are sick or on holiday).



FAQs

Answers to some frequently asked volunteering questions:

Can I bring a friend or family member with me when I volunteer?

We require that everybody who volunteers with us is registered on our database, has two approved references and a DBS (Disclosure and Barring Service) check. So, if you have friends or family who wish to volunteer with you, they must register with us first. The only exception would be volunteering at Parsons Green Fair.

Can I give my personal contact details to the person I support?

We request that you do not give your personal phone number or address to a beneficiary. If somebody asks you for your phone number, you can give them our office number and say that we will get in touch with you as needed. If you become a friend with the person you support that is an ideal outcome, but we would ask you to finish your volunteering role and continue to support the individual as a friend.

If the person I support says something that I disagree with or which makes me feel uncomfortable, what should I do?

Feel free to either politely state why you don't agree or move the conversation onto another topic. If the person you support says something that you think is inappropriate, offensive or that you find uncomfortable, please let our staff know as soon as you can.

What should I do if the person I support shares information about their circumstances which worries me?

If the person you support shares with you any challenges that they're facing, empathy and a listening ear may be all that's required. However, you may feel that they need extra support (e.g. with finances, housing, or bereavement). In this case, please inform our office, as we can arrange to signpost to relevant outside services. The **Safeguarding** section of this handbook offers information on what to do if you suspect a vulnerable adult is being abused.

Shall I accept gifts?

You may only accept gifts of small value (up to £10) when not accepting them would cause offence. Please declare any such gifts to the staff as soon as you accept them. Please politely decline any gifts of a higher value. Please also read the money management section regarding accepting donations for FGNS.

Is there anything I should bring along?

You may find it useful to take with you FGNS Home Visits information leaflet and Beneficiary Money Handling Procedure (Form) – copies are available in the office.

What shall I do when there is no reply even though I arranged to meet the person?

In most cases, the person might have forgotten about the appointment, but they may have come to harm e.g. they had a fall and are unable to answer the door and phone. Please always contact LBHF Adult Social Care on 020 8753 4198 – Option 3 and request a welfare check. Please also contact the office.

Making the most of volunteering

Equality and Diversity

Fulham Good Neighbours is committed to recruiting volunteers from a diverse range of backgrounds to reflect the community we serve. In accordance with the Equality Act 2010, we believe that no one should suffer discrimination because of a protected characteristic. We expect both our volunteers and beneficiaries to support our equal opportunity policy.

References and DBS

Upon registration, all volunteers will be asked for details of two referees to support their application. We must have secured these references before you can commence any volunteering. Where relevant, we will also carry out Disclosure & Barring Service (DBS) checks, which remain valid for 3 years. If you will be driving vulnerable people, we will also require seeing the original of your driving licence and current insurance policy. You should inform your insurer about volunteering as a driver with us and you should also inform us if you receive any penalty points on your driving licence or are convicted of a motoring offence.

Induction

Twice a year (on a Friday afternoon or Saturday morning), we offer a 2.5 hours induction to all new volunteers. The induction covers the key topics of Confidentiality, Health&Safety, Money Management and Safeguarding, as well as pushing people in a wheelchair to name just a few. It also gives you the chance to meet other volunteers and ask any questions you might have. We strongly recommend that you take part in order to make the most of your volunteering role.

Database (HUB)

Our online database can be found at <https://hub.fulhamgoodneighbours.org/login.aspx>. When you first login in, please click the forgotten password link. The database is used to match the volunteer with a task and is used for those volunteering in certain roles only. In order to register you, we require a photograph, and some personal and contact details. We stress the importance of you providing us with an updated email address. All requests for help on the Good Neighbour Scheme are sent by email, as is our monthly newsletter. We

also ask that you keep us updated on the kind of tasks which you wish to do, the times/days of the week which you would like to volunteer and when you might be on holiday. This enables us to match you to tasks which best suit you. When you receive an email requesting help with a task you can:

- a) Decline it
- b) Call or email us with any questions. Remember, we are here to help
- c) Accept it. This will give you access to the full address and number of the person you will be assisting. We ask you to contact them to confirm the task request and arrange a suitable date and time for it to take place (some tasks will have a specific date and time that cannot be changed e.g. accompanying someone to a hospital appointment)



Once you have finished the task, please log in to the HUB again to close it. You can also change the date of the task if you need to. The message section of the task allows you to email the person you support directly from the HUB (it works only if the beneficiary has given us a correct email address and uses it!); if you want to contact us please do not use this feature but phone or email us directly.

Expenses

We will pay reasonable out of pocket expenses to visit the people you support for tasks authorised by us, such as bus fares, parking fees or car mileage (£0.45 per mile). We can also reimburse telephone calls, and if you volunteer for more than 3.5 hours, meals – for up to £5. We would prefer a monthly settlement of these, although weekly payments can be made if needed. We will need you to provide us with any receipts. We can reimburse you in cash when you come to the office or via BACS payment if you provide us with your bank details. For expenses claims consisting of 5 or more receipts please use the Volunteer Expense Claim which you can access at [http://www.fulhamgoodneighbours.org/img/docs/Expenses-Claim-Form\(1\).pdf](http://www.fulhamgoodneighbours.org/img/docs/Expenses-Claim-Form(1).pdf)

When things go wrong

Any complaint or grievance that you have should be brought to the attention of the relevant staff member. If the matter is not resolved to your satisfaction, or if you cannot talk to the staff member who usually supports you, then you should ask the Director to resolve the issue. If you are not satisfied with his/her decision, you can in turn appeal to the board of trustees. Volunteers are expected to comply with our general principles and practices, but you still have the right to discuss or question the suitability of any particular request. If in any doubt about any point raised in these guidelines or any other aspect of the service, please talk to a member of staff; we are here to help.

Enjoying your time with us

We have a yearly event for all volunteers in December as a way to thank you for the work you have done for the community. It is also a good place to meet other volunteers.

All volunteers are invited to our Annual General Meeting, held in the autumn of each year. The meetings present the achievements of the charity over the year, and there are drinks and food available afterwards.

Other ways to help

We greatly appreciate the efforts of volunteers to support the charity. A comprehensive and up to date list of ways you can help us is available on our website at <http://www.fulhamgoodneighbours.org/support-us>

Spread the word

Please encourage more people to access our services or to help us as volunteers. Please do get in touch if you might be able to help us distribute our leaflets or the monthly newsletter in the local area.

Amazon Smile

By signing up for Amazon Smile and selecting Fulham Good Neighbours as your chosen charity, Amazon will donate 0.5% of the cost of your purchases, at no cost to you, whenever you shop online via Amazon Smile. <https://smile.amazon.co.uk/>

Give as You Live

By signing up to Give as You Live, you can also raise free donations for Fulham Good Neighbours by shopping online at no cost to you. Each of the sellers donates a certain transaction percentage to us.

<https://www.giveasyoulive.com/>



Sponsored challenges

Throughout the year we have numerous opportunities e.g. for runners and cyclists to take part in sponsored fundraising events. If you would like more information, please visit the website.

Gifts in Wills – Fulham Good Neighbours Endowment Fund

If like us you believe that Fulham should be a community where neighbours look out for each other, then your gift in will can help us achieve this for future generations of local residents. Once you have looked after your loved ones, please consider including us in your Will too.

Who to contact

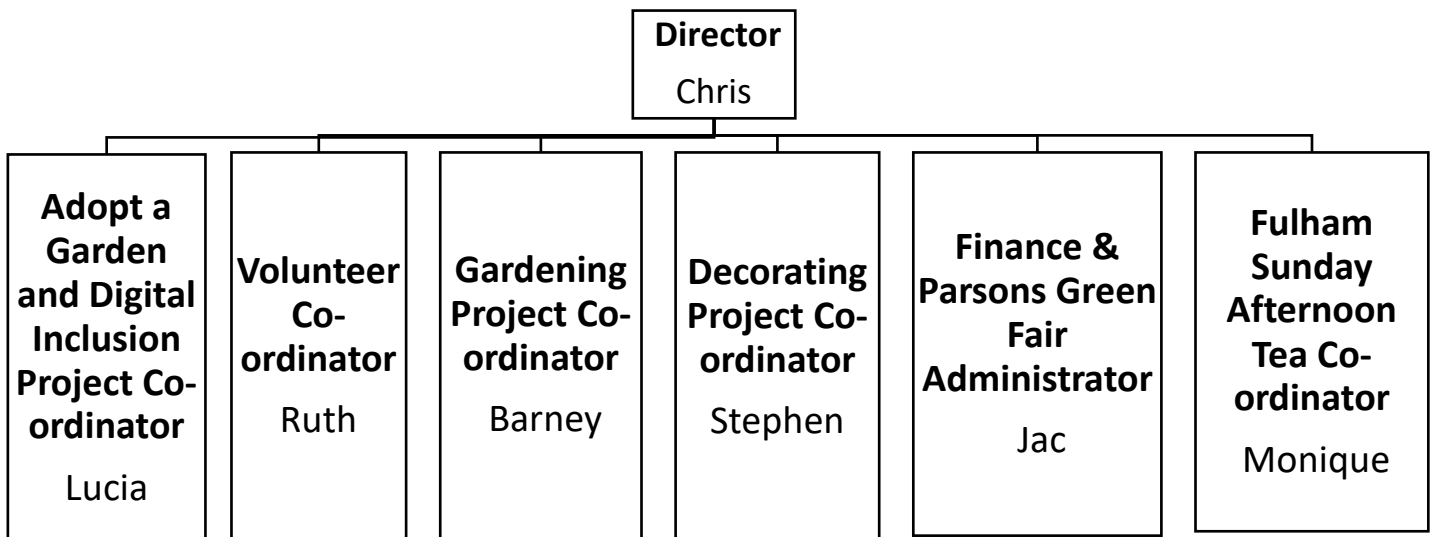
Fulham Good Neighbours

Rosaline Hall
 70 Rosaline Road
 London, SW6 7Q
 Tel. 020 7385 8850
 Email: info@fulhamgoodneighbours.org



MAYOR OF LONDON

We aim to be in the office on weekdays between 9:00 and 17:00 but as a small team, we cannot always guarantee it. So if e.g. you phone us and there is no response, please leave us a message and we will call you back as soon as we can. We are here to help you with any queries big or small. Please first ask to speak to the staff member responsible for your task. If they aren't available, another member of our team will try to do their best to help you.



LBHF Adult Social Care:

If you require support outside of our office hours, please contact LBHF Adult Social Care on 020 8753 4198 – Option 3.

In an emergency

111: Phone 111 to speak to the NHS emergency medical helpline. You should use 111 when you need urgent medical help, but there is not a life-threatening situation.

999: Phone 999 when there is a serious emergency or life-threatening medical situation. Request the relevant emergency service: ambulance, fire, or police.

YOUR TIME WITH PEOPLE IN NEED

Assisting a wheelchair user

Some of the people we support use wheelchairs, and thus there are specific requirements and risks involved with assisting them. We provide full instruction on how to assist a wheelchair user in our volunteer induction. We also offer practical written manuals to wheelchair assistance in our office at Rosaline Hall. If you have any queries concerning this topic, please do get in touch with our staff.

Communicating effectively

Illness or personal circumstances may affect the ability and/or desire of the person you support to communicate with you. This could lead to even their basic needs not being met. In order to support someone effectively, please try to build up a good relationship with them.

Communication barriers can include:

- People speaking different languages or English with unfamiliar accents;
- Sensory impairment, such as speech or hearing difficulties;
- Distress;
- Physical or mental illness which can affect concentration or memory;
- Level of literacy or inappropriate use of vocabulary and jargon.

Top communication tips:

- Don't assume anything; always check the person you support understands what you have said;
- If you are unsure of what to say, reflect back what has been said to you;
- If in doubt check it out; lack of communication could be due to an illness or sensory impairment.
- Ask people how you can best communicate with them;
- Ask open-ended questions, which invite communication;
- Avoid closed (yes/no) questions, which shut communication down.
- Allow for silences; it may just be that people are thinking.



Confidentiality

People we support:

We ask our volunteers to bear in mind that you are a guest in the home of the person you support, and thus information concerning them must be treated confidentially. You should not discuss their affairs with anyone apart from ourselves. Also, please ensure that you keep any communication (electronic or hard copies) with personal data of beneficiaries in the most secure way and only for as long as you need it to assist that person.



You:

We keep your information confidential. We hold the personal information that you give us on a secure database, and you have the right to see this data on request. We will never sell, lend or give your personal data to any party outside the organisation. The only exceptions to this are if we are forced to do so by a court order.

We ask you to use the prefix '141' whenever you phone the person you support and do not give them your personal address or phone number under any circumstances. If someone does ask for your phone number, you can always suggest that they ring the office and we will (if appropriate) contact you.

Conflict of Interest

Please avoid any situations when your personal, financial or other interests might hinder your capability as FGNS volunteer. Please err on the side of caution and declare any potential conflicts of interest to the office staff as soon as you can.

Health & Safety

Please take all precautions to protect yourself and the person you support whenever necessary. Volunteering work is so varied, it is difficult to detail all safety precautions but we advise you against:

- Heavy lifting;
- Standing on anything apart from a step-ladder;
- Doing outside work above a ground-floor level;
- Handling electrical or other specialist repairs;
- Using any electric equipment when volunteering with the Adopt a Garden project;

- Engaging in any tasks that you are not comfortable with.

Risk-Taking

Remember, there are limitations on all policies; volunteers should not take any unnecessary risks.

Examples of unnecessary risk are: sitting out on a window ledge to clean a window, going up ladders, standing on chairs, remaining in an environment where you do not feel safe. You are not expected to undertake such tasks; please always remember health and safety first.



In the event of an accident, please report it to the office as soon as practicable.

Insurance

We have a comprehensive insurance policy designed to cover all our activities. Should you have any kind of accident during the course of your work with us, or cause any kind of injury or damage to someone or their property, you must inform us immediately.

It is important that you inform us of any additional tasks, which you may agree to undertake for someone since our insurance only covers those tasks noted by us.

If you intend to use your car for any volunteer activity you must inform your car insurer before doing so. This is essential to protect the validity of your existing cover. You will also need to provide us with up-to-date insurance document and your driving licence. Finally, you will need to inform us of any penalty points you might incur on your driving license.

Lone working



We ask that you visit someone only when specifically requested by our staff and when an appointment is scheduled. The exception to this is if you have an ongoing agreement, e.g. via the Adopt a Garden or Befriending scheme, when you have more flexibility about your visits.

DO

Call the person you support by their title (I.e. Mr, Mrs, Miss etc.) and their family name unless you are requested to do otherwise. Many of the people we assist prefer this form of address.

Ensure that you are comfortable with anything that you disclose. Think before you tell the person you support too much about your personal life.

Refer new tasks to the office, unless it is something small you may wish to handle there and then (e.g. change a light bulb or buy a pint of milk).

Leave immediately any premises where you do not feel safe.

**DON'T**

Visit someone's home whilst under the influence of alcohol or non-prescribed drugs. Likewise, you are not expected to remain in the home of anyone who is under the influence of the above.

Give personal care or administer any medication.

Make promises you can't keep. We all can be easily disappointed by those who let us down. If you are unsure of whether to take on a task, remember that we have a range of volunteers to help with practical problems so you can refer anything onto the office.

Give advice. Rather, use effective communication skills described above. If someone requires advice on matters such as benefits, housing problems, family difficulties etc., we can find specialists to help them. If the person you support need things for the home and cannot afford to buy them, we may be able to find a charity that would help.

Smoke. Unless invited to do so by your host who also smokes.

Keep own set of keys to the property of the person you support.

REMEMBER

We will not knowingly send you into a home where there may be some kind of danger. However, we often take requests from people new to the charity, whose living conditions will be unknown to us. Volunteers who are lone working have a responsibility to:

- Take reasonable care of their own and other people's safety;
- Have an awareness of their surroundings and the possible threats to their personal safety;
- Be actively involved in assessing risk and identifying safety measures;
- Leave the working environment if there is an imminent danger to their safety;
- Undertake and follow any training provided to ensure their safety;
- Follow the charity's policies and procedures set up to protect their safety;
- Use any equipment only in accordance with the training given and not misuse it;

- Tell Fulham Good Neighbours when safety measures are not adequate. This includes reporting episodes of aggression or violence;
- Tell Fulham Good Neighbours when you have encountered a `near miss` or have identified additional risks to their safety that were previously unidentified;
- Report any actual accidents or incidents that occur.

If you have any concerns about your working environment or the tasks you are asked to perform, please contact a member of staff at Fulham Good Neighbours.

What happens if you are ill, have an accident, or there is an emergency?

- If you are ill and cannot volunteer, or you become ill while volunteering, please inform a member of our staff as soon as possible.
- All accidents, including `near misses`, should be reported to our staff as soon as possible.
- For groups that meet at our premises at 70 Rosaline Road, a first aid kit and staff trained in first aid are available on-site, if required.
- In an emergency please call 999 and request the relevant rescue service: ambulance, fire or police.
- If you need support out of hours or there is no one in the office at Fulham Good Neighbours during office hours, please contact LBHF Adult Social Care on 020 8753 4198 – Option 3.

Tips for keeping yourself safe when working alone:

- Inform someone elsewhere you are going and what time you are expected back.
- Have a fully charged mobile phone with you.
- Keep to your scheduled volunteering /assignment times. If you are delayed for any reason, please let the office know.
- Make sure you have all the emergency phone numbers you need on `speed dial` on your phone, including the office number for Fulham Good Neighbours.
- When entering someone's home, note the exit upon your arrival.
- If you are concerned about your safety in any work situation, remove yourself from the area as soon as possible & report it to the office as soon as possible.
- Attend any training sessions like half-yearly inductions provided by Fulham Good Neighbours.



- Be aware of your surroundings, particularly in quiet areas, after dark or when travelling on public transport.
- If you use your car, consider parking in well-lit areas. Any valuables left in your car should be left out of sight to reduce the risk of theft.



Money management

Purchasing items for the person you support

In some circumstances, you may be requested to purchase items on behalf of the person you support. They must give you a completed and signed Beneficiaries Money Handling Policy form. This form states the amount of money that you were given to purchase items, and confirms their receipt of said items. Once completed, you, the volunteer, should return the form to our head office in person or via email.

This form is available at the end of the handbook. It is also available on our website at <http://www.fulhamgoodneighbours.org/who-we-are/volunteer>

Other circumstances concerning money handling

We would always encourage family members/paid carers to handle all financial transactions. Those receiving our services may also want to consider contacting The Money Carer Foundation (Tel. 01928 2387270) for all issues relating to managing their money on a daily basis. Nevertheless:

- a) **CHEQUES:** In the absence of family/paid care agency, staff/volunteer may be asked to write a cheque on behalf of a beneficiary. Staff/volunteers should resist a task of this nature. Instead, we can e.g. accompany the person to their nearest bank branch or contact their bank to arrange a home visit.
- b) **BANK, DEBIT AND CREDIT CARDS including ONLINE SHOPPING:** Volunteers/staff are not allowed to handle beneficiary's cards and his/her PIN number under any circumstances. If a beneficiary is unable to deal with online transactions independently, the volunteer should not be e.g. typing in their card numbers or passwords for them. Instead, they should contact the office for further guidance.
- c) **ONLINE BANKING:** Volunteers/staff are not allowed to be involved in a beneficiary's online banking in any way under any circumstances.
- d) **REIMBURSING FGNS:** Occasionally, staff will obtain decorating materials on behalf of beneficiaries. The type of materials and costs is agreed before any purchase is made. Staff will use FGNS Debit Card or their personal money for this transaction. Staff will handover the receipt and goods to the beneficiary when they are reimbursed.

e) REIMBURSING VOLUNTEERS: On rare occasions, volunteers might be asked to obtain a few items of small value e.g. milk and then be reimbursed by the client. This should happen only with volunteer's explicit permission, and he/she is under no obligation to agree, and the total amount of money the volunteer puts forward should be no more than £20.

f) DONATIONS. Beneficiaries are encouraged to give any donations online via <http://uk.virginmoneygiving.com/charity-web/charity/finalCharityHomepage.action?charityId=1002563>. The second preferred option is for a cheque in the name of FULHAM GOOD NEIGHBOUR SERVICE to be written out and send to the office. Finally, cash donations can be given in exceptional circumstances to a member of staff/volunteer and should be returned to the office at the earliest opportunity where they are recorded. Each donation is acknowledged with a receipt specifying the donation amount and a thank you letter.

Safeguarding

Aims

Fulham Good Neighbour Service (FGNS) will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm. This policy outlines the steps will make to safeguard an adult with care and support needs if they are deemed to be at risk or at risk.

Types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

Possible signs of abuse

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,

- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations for the above presentation.

What is Safeguarding adults?

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop the abuse. An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but may be unable to do so because of an accident, disability, frailty, addiction or illness.

What should I do if I am concerned?

Staff and volunteers at FGNS who have any adult safeguarding concerns should:

1. Respond
 - Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
 - Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
 - Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack the capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.
2. Report
 - Krzysztof Mikata-Pralat, Director on 020 7385 8850 or any member of staff in his absence.

If the allegation is against one of FGNS staff members, volunteers, trustees or directors, seek advice from FGNS safeguarding lead (Krzysztof Mikata-Pralat, Director). If the allegation is against the safeguarding lead, seek advice from Social Services at the London Borough of Hammersmith and Fulham:

Tel. 020 8753 4198

Email: h&fadvice.care@lbhf.gov.uk

<https://www.lbhf.gov.uk/crime/victim-support/safeguarding-adults>

What not to do?

- Do not judge.
- Explain you cannot keep any concerns private and that you must report them
- Do not promise things you can do and/or that are beyond your control.

Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.



USEFUL RESOURCES

Local organisations

Bishop Creighton House https://www.creightonhouse.org/	West London based charity offering practical and emotional support to the older community
Nubian Life https://www.nubianlife.org.uk/about	Hammersmith & Fulham based charity helping older African and African- Caribbean residents.
Open Age https://www.openage.org.uk/	West London based charity running a wide variety of social activities for the older community.
Age UK Hammersmith & Fulham https://www.ageuk.org.uk/hammersmithandfulham/	A local branch of the UK's largest charity for older people, offering a range of events and services.
Urban Partnership Group https://www.upg.org.uk/about-us/	Hammersmith based community centre providing a wide range of services and 'Elders Project'.

National organisations

Dementia Friends www.dementiafriends.org.uk	Offers information on working with older people with dementia
Alzheimer's Society www.alzheimers.org.uk	Useful information, tools, resources and free local training about dementia.
NCVO: www.ncvo.org.uk	The National Council for Voluntary Organisations provides good practice guidance on volunteering.
Health and Social Care Act www.gov.uk/government/publications/health-and-social-care-act-2012-fact-sheets	Important information about health and social care policy
Skills for Care www.skillsforcare.org.uk	An organisation that provides information about skills in the social care sector.
SCIE: end of life care www.scie.org.uk/adults/endoflifecare	Resources and guidance about end of life care.
Health and Safety Executive (HSE) http://www.hse.gov.uk/	Useful resources around managing the risks in social care.

Beneficiaries Money Handling Policy

Occasionally, we are approached to purchase items on behalf of beneficiaries who are unable to do so themselves. To safeguard both beneficiary and staff/volunteers the following procedure must be strictly followed and this form returned to the office ASAP.

Task Number:.....

1. Please confirm giving money to volunteer/staff:

Beneficiary (PRINT NAME and sign):.....

Staff Member/Volunteer (PRINT NAME and sign):.....

Amount Received: £.....

Reason for the money being handed over to staff/volunteer (e.g. shopping, a donation to FGNS):

.....
.....
.....

Date:.....

2. Please confirm that all goods, receipts and accurate change were handed back by the volunteer/staff:

Beneficiary (PRINT NAME and sign):.....

Staff Member/Volunteer (PRINT NAME and sign):.....

Amount Received: £.....

Date:.....

Any
comments:.....
.....
.....

3. Volunteer/Staff should return this form to the office in person/by post or by email at info@fulhamgoodneighbours.org (e.g. in pdf or jpg) at the earliest opportunity.

Other circumstances concerning money handling.

We would always encourage family members/paid carers to handle all financial transactions. Beneficiaries may also want to consider contacting The Money Carer Foundation (Tel. 01928 2387270) for all issues relating to managing their money on a daily basis. Nevertheless:

- a) **CHEQUES:** In the absence of family/paid care agency, staff/volunteer may be asked to write a cheque on behalf of a beneficiary. Staff/volunteers should resist a task of this nature. Instead, we can e.g. accompany the person to their nearest bank branch or contact their bank to arrange a home visit.
- b) **BANK, DEBIT AND CREDIT CARDS including ONLINE SHOPPING:** Volunteers/staff are not allowed to handle beneficiary's cards and his/her PIN number under any circumstances. If a beneficiary is unable to deal with online transactions independently, the volunteer should not be e.g. typing in their card numbers or passwords for them. Instead, they should contact the office for further guidance.
- c) **ONLINE BANKING:** Volunteers/staff are not allowed to be involved in a beneficiary's online banking in any way under any circumstances.
- d) **REIMBURSING FGNS:** Occasionally, staff will obtain decorating materials on behalf of beneficiaries. The type of materials and costs is agreed before any purchase is made. Staff will use FGNS Debit Card or their personal money for this transaction. Staff will handover the receipt and goods to the beneficiary when they are reimbursed.
- e) **REIMBURSING VOLUNTEERS:** On rare occasions, volunteers might be asked to obtain a few items of small value e.g. milk and then be reimbursed by the client. This should happen only with volunteer's explicit permission, and he/she is under no obligation to agree, and the total amount of money the volunteer puts forward should be no more than £20.
- f) **DONATIONS.** Beneficiaries are encouraged to give any donations online via <http://uk.virginmoneygiving.com/charity-web/charity/finalCharityHomepage.action?charityId=1002563>. The second preferred option is for a cheque in the name of FULHAM GOOD NEIGHBOUR SERVICE to be written out and send to the office. Finally, cash donations can be given in exceptional circumstances to a member of staff/volunteer and should be returned to the office at the earliest opportunity where they are recorded. Each donation is acknowledged with a receipt specifying the donation amount and a thank you letter.

VOLUNTEER AGREEMENT

Please sign this agreement to confirm that you have read our Volunteer Handbook, and agree to abide by our guidelines for Health & Safety, Insurance, Lone Working, Money Management, and Safeguarding. Once completed, please return this form to our office.

I [print name] _____

confirm that I have read the Volunteer Handbook, and agree to abide by the following Fulham Good Neighbours guidelines

- Health & Safety
- Insurance
- Lone working
- Money Management
- Safeguarding

Signed _____ **Date** _____